



Disability Support Program

Service Provider Webinar

March 12th, 2026



Urgent Staffing Support (USS)

Application Launch

INTRO TO URGENT STAFFING SUPPORT (USS)

What the Remedy says:

- “Develop system for **emergency employee cover (likely contracted out)** for IF users.”
- “Emergency staffing system to **respond to individuals whose regular staff are unable to work on short notice due to illness or other reasons**. Could be a contracted home care agency.”

HUMAN RIGHTS REVIEW AND REMEDY
FOR THE FINDINGS OF SYSTEMIC
DISCRIMINATION AGAINST NOVA
SCOTIANS WITH DISABILITIES

Technical Report of the Independent
Experts to the Disability Rights Coalition
and the Province of Nova Scotia

Authors: Mr. Eddie Bartrik and Dr. Tim Stainton
Submitted: February 6, 2023
Updated April 24, 2023: Added Glossary, Plain Language Executive Summary and Summary of
Recommendations.

Current State of USS in Nova Scotia



Nova Scotia is new to Individualized Funding (IF) and is transitioning from institutional living to community living, with no formal process to support self-managing DSP participants in the community when their regular staff is unavailable.



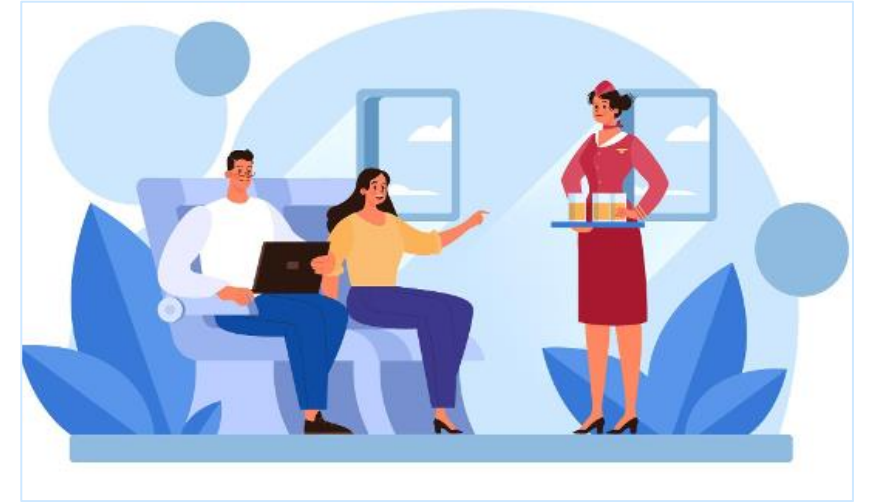
DSP participants living in the community typically rely on personal networks (e.g., family, friends, community resources) for urgent staffing, while service providers manage backup staffing in licensed residential settings.

OVERVIEW OF URGENT STAFFING SUPPORT (USS)

Urgent Staffing Support (USS)

This service provides **on-call staffing support** to individuals with disabilities **self-managing their IF** during unforeseen situations.

It is offered to participants when their regular staff is unable to show up and the back up supports identified with their planner (e.g., IPSC or LAC) are not available.



What USS is:

- For self-managing IF participants
- Coordinated 24/7 by an external provider
- A user-pay backup service to support situations when both day-to-day and planned back up support is unavailable.

What USS is not:

- For participants whose funding is managed by an Approved DSP Service Provider.
- Managed and coordinated by DSP
- For medical or emergency behavioural interventions.

Urgent Staffing Support (USS) | Participant Access Example



Meet Alice (*she/her*)

Alice is a **DSP Participant who self-manages her IF**. She has a support plan she created with her LAC that identifies the people who provide her with regular supports, her **backup support options as well as USS for times when all options are exhausted**. She completes a **participant one-pager** and shares it with the USS Provider in her region.

Alice's regular support calls to say she is sick and can't make it tonight... what happens next?

1. Alice calls the people she has identified as back up support options, and when they aren't available, she contacts the USS Service Provider listed in her support plan
2. The USS Provider **contacts a support staff** member who reviews Alice's **one-pager to familiarize themselves with her support needs and living environment**
3. The USS support staff **comes to Alice's, meets her** and provides the requested support
4. Shortly after accessing USS, **Alice receives an invoice from her USS Service Provider**, which she pays out of her Individualized Funding.

Urgent Staffing Support (USS) | Service Provider Example



Meet John (*he/him*)

John, a staff member with a USS Service Provider, **handles urgent staffing requests via a dedicated phone line.**

John receives a USS call request... what happens next?

1. John receives a **call from a self-managing DSP participant** requesting backup staff
2. John **refers to the participant one-pager** on file and identifies the best staff member to send based on the participant's needs and location
3. John **shares the participant one-pager** with the staff member assigned
4. He **confirms that the support staff arrives and provides support to the participant**, then updates the participant's records
5. The USS Service Provider then **invoices the participant** for the cost of providing the USS service

APPLICATION AND SELECTION PROCESS

USS will be delivered by **four selected providers**, with one provider assigned to each region

The following **5-step process** provides an overview of the USS application and selection process.

March 2026

Apply

Indicate your interest in offering USS by completing the application.



April 2026

Service Provider Selection

Successful applicants will be determined based on their application and interview scores and will be notified accordingly.



May 2026

USS is Live

Once service agreements are signed, USS Service Providers can begin providing USS.



Interviews

Applications will be reviewed, and selected applicants will be invited to an interview.



Service Agreements Signed

DSP will begin signing service agreements with successful applicants.



March/April 2026

April 2026

FUNDING AND PARTICIPANT BILLING

Overview

- DSP will provide **funding** to help USS Service Providers establish operations, plus **an annual budget** to support ongoing expenses.
- USS Service Providers will **bill participants for USS services** to ensure the service is not used as part of regular ongoing support.

Billing Standards for Participants

- When billing participants, USS Service Providers will be expected to use rates that are comparable to the rates that they charge for RRW support to their current IF participants.
- In the application form, applicants will be asked to outline their organization's approach to participant billing to help DSP understand potential participant costs.

STARTUP FUNDING

YEAR 1 **\$50,000**

Startup Funding

- Recruitment & Staffing
- Training
- Call Management System
- Administrative setup

YEAR 2 AND 3 **\$35,000**

Yearly Funding

- 0.5 FTE Admin Staffing
- Call Management System

Q&A / OPEN DISCUSSION

Frequently Asked Questions (FAQ)

Q: Who can apply to become a USS Service Provider?

A: Any Approved DSP Service Provider that can demonstrate the capacity and capability to deliver USS

Q: Can Approved DSP Service Providers apply for more than one region?

A: Yes, if they have the resources and presence in multiple regions

Q: Can unsuccessful applicants re-apply next year?

A: Possibly, as we expect the number of USS Service Providers may increase as USS service demand increases



Contact Us

- If you think of any other questions, **use the link or QR code** to send us your questions
- **Link:** [USS Application Webinar - Questions – Fill out form](#)
- Or send us an email at dsp@novascotia.ca



Thank you!